

Fanshawe College

FIRST: Fanshawe Innovation, Research, Scholarship, Teaching

Documentation (Approvals etc...)

Customer Service Fundamentals - Insurance

2019

CSI1 Program Health Tool 2018-19

Fanshawe College

Follow this and additional works at: https://first.fanshawec.ca/cae_business_customerservicefundamentalsinsurance_documentation

18/19 PROGRAM HEALTH TOOL

Program

CSI1 Customer Service Fundamentals - Insurance

School: Lawrence Kinlin School of Business

18/19 Total Score

Unsatisfactory / 1

Overall Summary

18/19 Score

Exceptional Student Learning Experience	Unsatisfactory / 1
Enrolment Management	Unsatisfactory / 1
Optimize Use of Resources	/
Total Score	Unsatisfactory / 1

Criteria	Weight	18/19	Gain/Loss	17/18	16/17	18/19 College Median
Total Score		Unsatisfactory / 1	↓ -73.7%	Very Good / 3.8	Marginal / 2.35	3.07
Exceptional Student Learning Experience	20%	Unsatisfactory / 1		/	Exceptional / 5	3.00
KPI Student Satisfaction	15%	Value Count Score				78.57%
KPI Graduate Satisfaction	15%	Value Count Score				87.50%
Total KPI Graduation Rate	15%	Value Count Score	0.00 % 1 Unsatisfactory		100.00 % 1 Exceptional	75.00%
Graduate Related Employment	15%	Value Count Score				65.83%
Program SFS Score	15%	Value Score				4.56
KPI Graduate Satisfaction Skills	25%	Value Score	0.00 % Unsatisfactory			84.06%
Communication Skills		Value	0.00 %			
Critical Thinking/Problem Solving		Value	0.00 %			
Information Management		Value	0.00 %			
Interpersonal		Value	0.00 %			
Personal		Value	0.00 %			
Numeracy		Value	0.00 %			
Job Specific Skills and Knowledge		Value	0.00 %			
Enrolment Management	40%	Unsatisfactory / 1	↓ -73.7%	Very Good / 3.8	Marginal / 2.37	
Domestic Eligible Applicants to Target	10%	Value Score	1.00 Unsatisfactory	8.00 Exceptional	3.00 Marginal	4.21
International Eligible Applicants to Target	10%	Value Score		2.00 Marginal		5.81
Domestic First Level Enrolment	10%	Value Score			1 Unsatisfactory	25.00
International First Level Enrolment	10%	Value Score				11.00
Domestic First Level Count to First Day (<>S)	7.5%	Value Score			1.00 Satisfactory	1.00
International First Level Count to First Day (<>S)	7.5%	Value Score				1.00
Domestic First Level Progression	10%	Value Score			0.00 % Unsatisfactory	80.63%
International First Level Progression	10%	Value Score				89.74%
Domestic Program Retention	10%	Value Score			100.00 % Exceptional	75.00%
International Program Retention	10%	Value Score				75.61%
Domestic Market Share	5%	Value Score		100.00 % Exceptional		21.22%
Optimize Use of Resources	40%	/		/	Unsatisfactory / 1	
Total Revenue (thousands)	25%	Value Score			CAN\$ 3.45 Unsatisfactory	CAN\$ 521.13
PS Grant (thousands)		Value			CAN\$ 1.60	
PS Tuition (thousands)		Value			CAN\$ 1.85	
International Tuition (thousands)		Value				
Mis/Prog Fee/Coop (thousands)		Value				
Contribution to Overhead	75%	Value Score			16.51 % Unsatisfactory	40.26%
Unsatisfactory <=1.75		Marginal <=2.5		Satisfactory <=3.25	Very Good <=4	Exceptional >4

